ODIN Automated Password Reset Utility (A.P.R.U)

PC Client Instructions
(For ODIN customers only)
Version 1.5.6.4

Provided By

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These instructions are only intended for PC based users that are on the GSFC domain and are currently under ODIN.

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Please note: You have to setup a Security Profile before you can use this software. If you are a Mac user, and you use "FileVault", do not use either the APRU client or the Website. Please contact the ODIN Help Desk for assistance.

Introduction

In May 2008, we released Phase 1 of the Automated Password Reset Utility (APRU). The utility allows customers to obtain a temporary password when locked out of their computer. For Phase 1, the use of the web-based utility is available to all Goddard employees. The only limitation is for Mac customers using FileVault. You can find additional information on the web-based version at
https://www.odin.lmit.com/gsfc/outreach/ODINAutomPassResetUtility.pdf.

This document covers Phase 2, the APRU client (IDS Password Reset). The use of the client is restricted to **ODIN PC** customers only. The client is accessible from your desktop and is visible and accessible even when you are not logged into your computer.

Just like the web based version, the client works for customers that log on to the GSFC domain and require a temporary password reset when locked out of their computer. Additionally, the same security profile is queried when using the client version or the web based version.

If you have not set up a security profile please proceed to "Creating your security profile" on Page 4.

If you have already setup a security profile, you will not have to do it again. Please proceed to "Resetting Your Password" on page 8 to learn how to use the client (IDS Password Reset).

Creating a Security Profile:

1. Make sure you have the APRU Client installed on your computer. To do this, please go to **Start > Programs** and look for a program labeled "IDS Password Reset – Configuration". (If you do not see the program, then please contact the help desk to have it installed.)
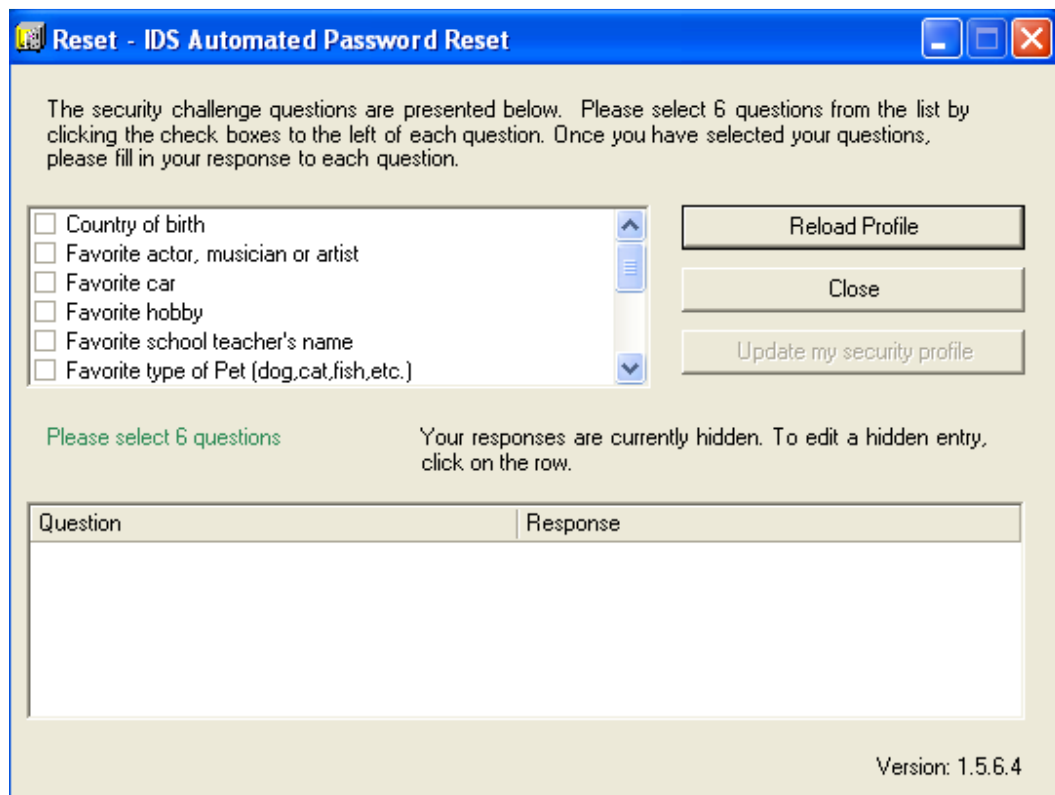

2. Click the "IDS Password Reset – Configuration" icon from your Programs menu. You should now see a window come up and ask you to create a Security Profile. *Click "Create My Profile"*. Please reference the picture on the next page.
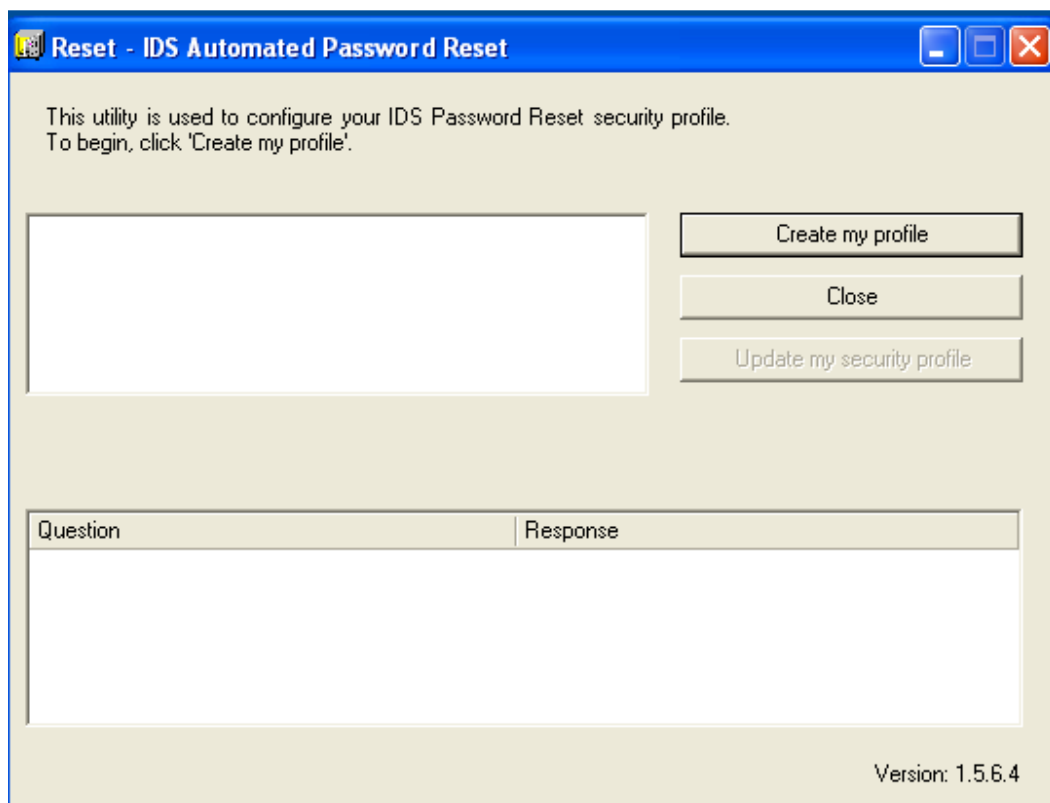
3. Once you have clicked the "Create My Profile" button, like in the picture above, an authentication window should pop up. In this window you have to *Enter Your GSFC Domain Password*.
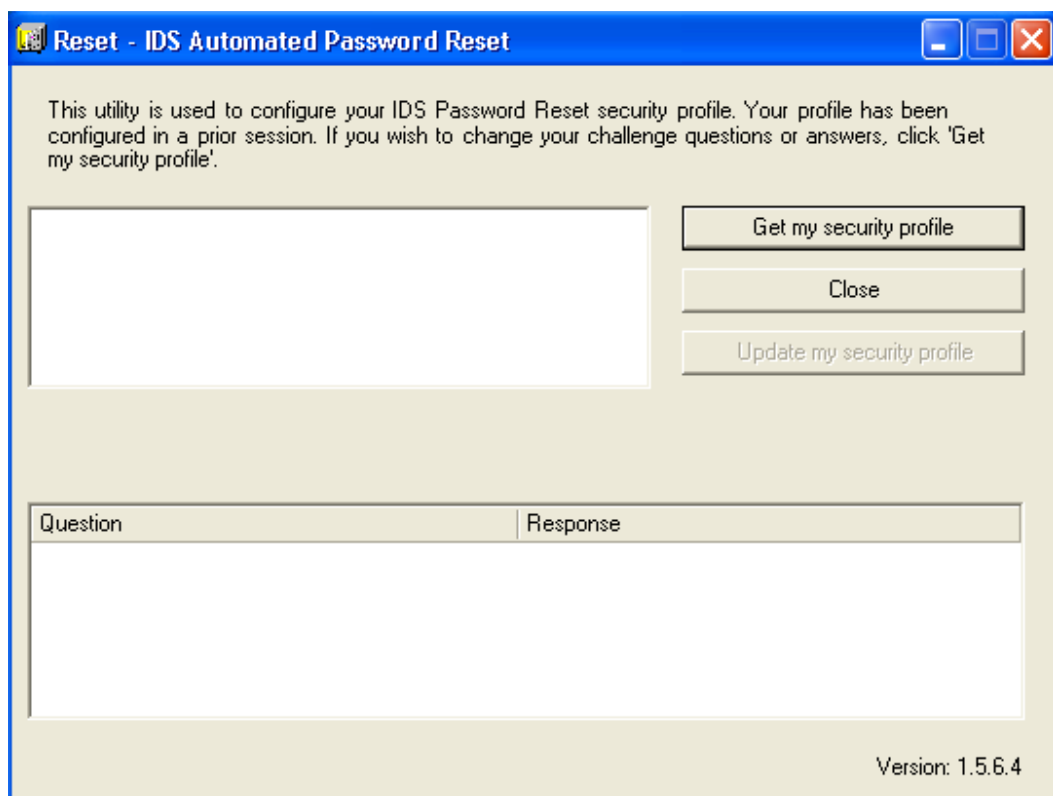
4. Once you have successfully authenticated with the APRU server you should see a window like the one below. In this window *Select 6 Questions* from the list on the left.

5. For each question put in your answer. *Note: All answers are Case Sensitive.*

6. Once you have entered all of your responses to the questions, Click *"Update my security profile"*. You now have successfully created your security profile.
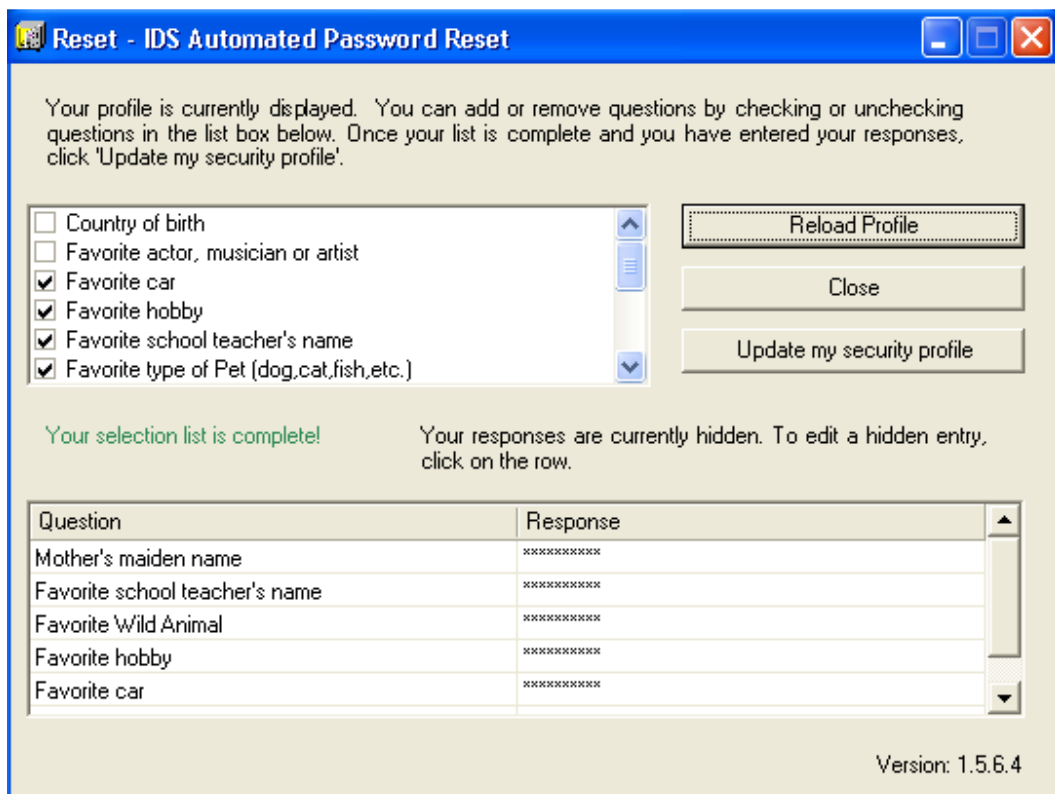
Updating your Security Profile:

1. To begin, go to Start > Programs and *Click "IDS Password Reset – Configuration"*.

2. You should see a window like the one below. *Click "Get my Security Profile".*

3. You should see an authentication window. *Enter your GSFC Domain Password.*

4. Once you have successfully logged on, you should see a window like the picture below. In this window you can *change either the questions or answers*.


5. Once you have updated your questions or answers, click *"Update my security profile".*

Resetting your password:

You should only do this when you are connected to the GSFC network. This will not work correctly if you attempt it through VPN or CNE Wireless.

1. If you have locked your account out you can reset your password by clicking the restore option from the IDS Password Reset found in the bottom left of the logon screen. It should be like the one in the picture below.
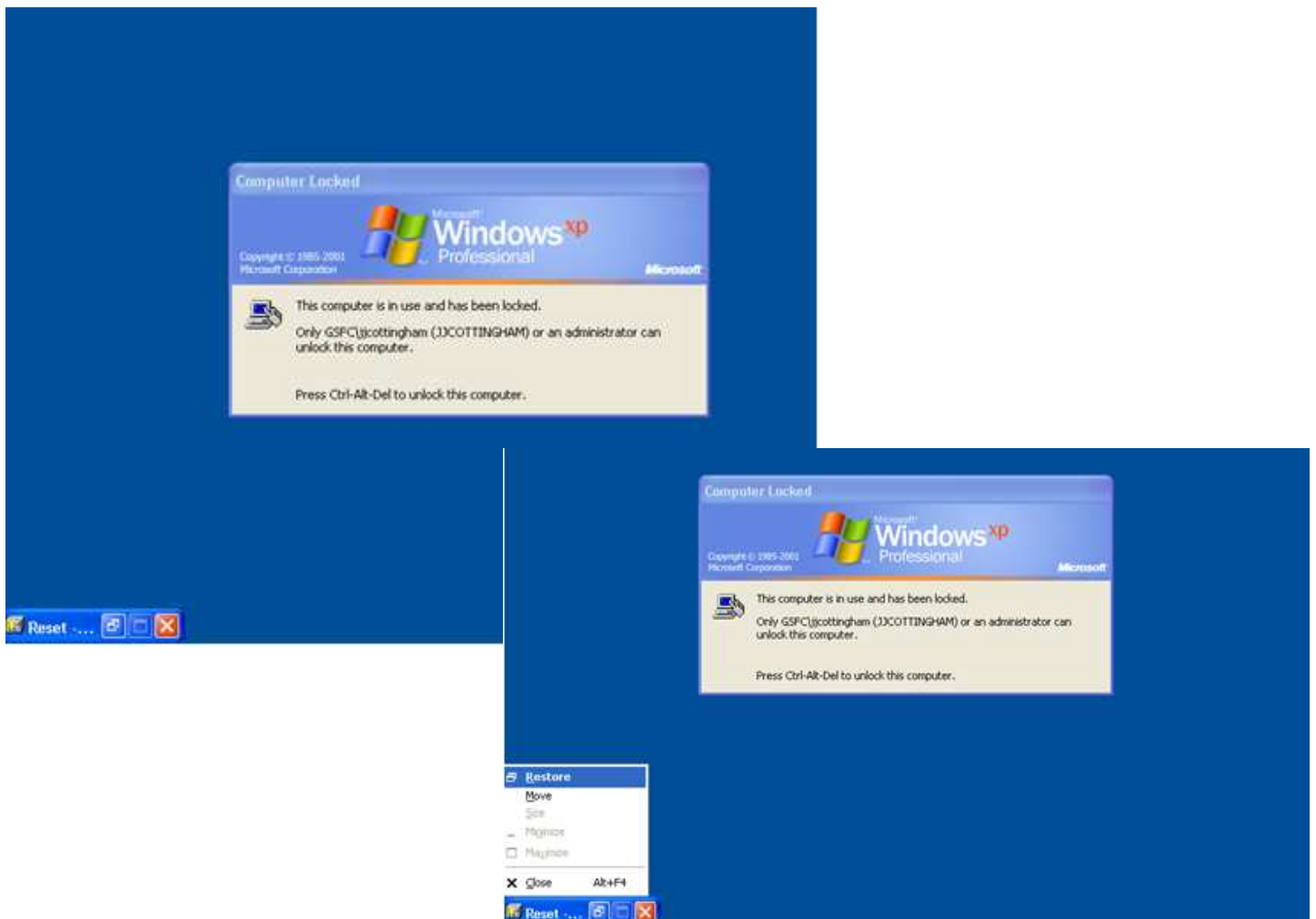
2. You should see a window like the one below. This time *insert your GSFC User ID* and *Click "Get Security Profile"*.

3. If you have a security profile already setup you should see a window like the one in the picture on the next page. *Answer each of your security questions* and **press the Enter key**. If your answer is right it will say "Correct" and next question will appear.

4. Once you have answered all the questions correctly, you need to press the "Reset Password" button.

5. Another window will come up with your temporary password. ***Please insert the password into your logon window***. You cannot copy and paste.
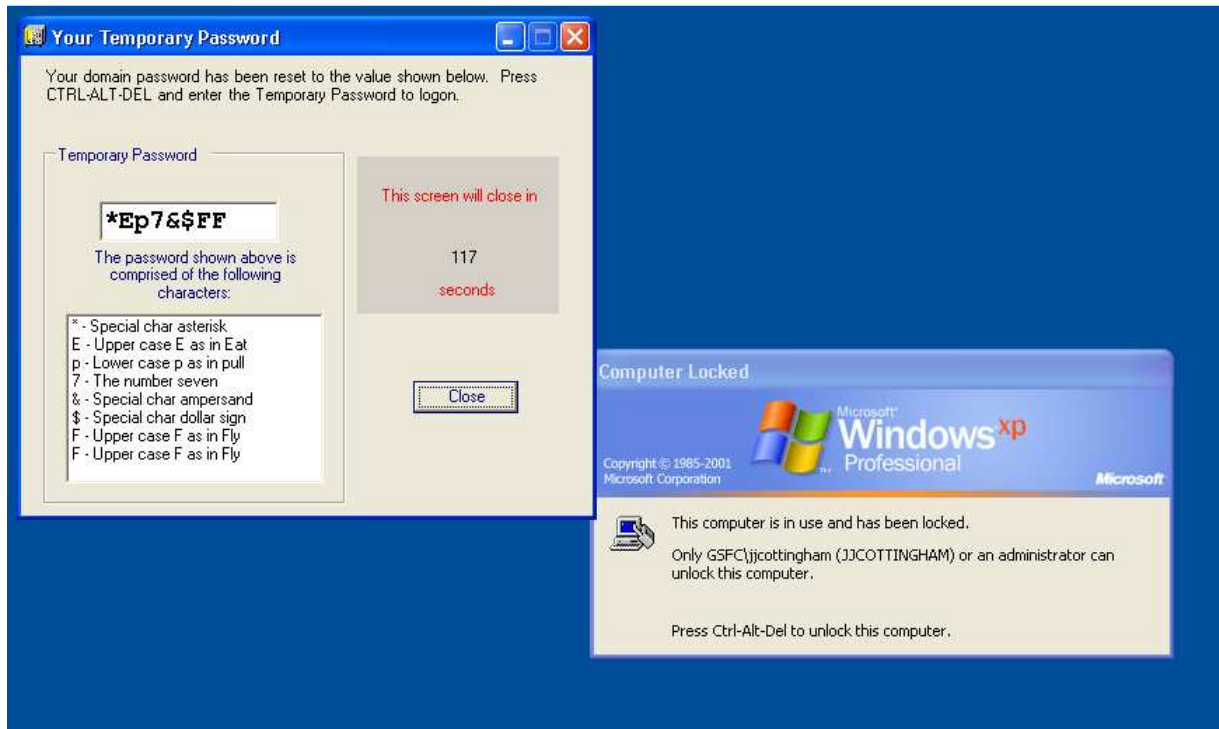
6. If you have entered the password correctly, you should receive a prompt to **change your password**. Please **use a new password**. **Do not use any of your old ones**. Your new password must be at least 8 characters long, mixed case, contain a number, and a symbol.

Getting Help:

Listed below are some FAQ and answers to common issues.

Q.) Can I use this on a Mac?

A.) No, you cannot use this software on the Mac, and it is not recommend that you use the website feature also.

Q.) What does "IDS" stand for?

A.) Integrated Desktop Services, a group under the ODIN contract that develops software.

Q.) Can I use this with VPN software?

A.) No, you have to be physically connected to the GSFC Domain.

Q.) Can I use this with the CNE wireless?

A.) No, you must be physically connected to the GSFC Domain.

If you are experiencing any issues with software, please contact the ODIN Help Desk by either of the following methods.

Contacting ODIN for support:

If you need to contact the ODIN Help Desk, please use either of the following methods. The ODIN Help Desk is open 24x7.

- o Any base phone use: x6-3100
- o Any telephone use: 1 (866) 835-0701
- o TTY: 1 (866) 638-2368
- o Web: https://www.odin.lmit.com/gsfc/odinhelpdeskv4.html